



# Introduction to Consumer Protection Issues Surrounding NorthWestern's Financial Condition

# Consumer Protection Issues as NWE's Financial Condition Deteriorates

## ◆ System Reliability

- Power supply
- Maintenance
- Quality of service

## ◆ Review Emergency Powers

- Reasons for invoking
- Evaluate sufficiency
- State involvement in energy supply

# Consumer Protection Issues as NWE's Financial Condition Deteriorates

## ◆ Public Service Commission

### ■ Short-term

- ◆ Portfolio development
- ◆ Investigation of finances
- ◆ System reliability

### ■ Long-term

- ◆ Clarify authorities
- ◆ Role

# Consumer Protection Issues if Bankruptcy Should Occur

## ◆ Identify Affected State Agencies

- State as creditor
- Identify State's Interests and Goals
  - ◆ Insulate ratepayers from non-utility debt

# Consumer Protection Issues After Bankruptcy

- ◆ Structure of Utility
- ◆ Default Supply
  - Role of default supplier
    - ◆ Obligations